



SPECIALIZED CONSULTING SERVICES

GTA000058

GUIDELINES FOR USERS

1.0 Introduction

The Specialized Consulting Services RFP - GTA000058 replaces the previous Planning Services Contract - GTA000012. It was the intent of GTA that this contract and these selected contractors would provide deliverable-based solutions to meet agency requirements.

The Specialized Consulting Services (GTA000058) provides for use of qualified consultants in five specialized consulting disciplines:

- Budget
- Planning
- Business Process Review/Re-engineering (BPR)
- Independent Verification and Validation (IV&V)
- Project Management

The Statement of Need (SON) process should be used to obtain the services of these contractors. Each discipline was solicited and evaluated separately, using industry best practices and methodologies for each unique discipline. **Therefore, agencies using this Qualified Contractor's List must provide the opportunity to all contractors in that discipline for each Statement of Need (SON) issued by send the SON to each contractor.**

Agencies may select one or more disciplines to obtain the best consulting solution. For example, an agency may decide that their requirement crosses one or more disciplines.

In that case, all contractors in both disciplines should be afforded the opportunity to provide a solution.

GTA has signed a master agreement with each of the contractors listed. This master agreement provides for the basic protections by the State of Georgia law. Agencies can and should provide for additional safeguards, if appropriate, at the time of selection, through negotiations.

2.0 Contractor Selection Criteria

The following criteria were used in the selection of qualified contractors for each discipline. Contractors must have demonstrated their understanding and experience for the below criteria for each discipline in their proposal:

- **Budget Services**
 - A company must have a budget services approach that reflects a widely recognized standard.
 - A company must have a systematic approach to developing and maintaining staff

that perform budget services including but not limited to minimum skill set expectations, training expectation, and certification.

- A company must have automated tools to support a collaborative team approach to budgeting.
- A company must have at least three (3) references from budget services engagements from state governments that were completed within the last three (3) years in which the Business Owner/Project Executive indicate that they would rehire the vendor for a like project.

- **Planning Services**

- A company must have a planning methodology that reflects a widely recognized approach including a framework for sustaining the developed plan.
- A company must have a systematic approach to developing and maintaining staff that perform planning services including but not limited to minimum skill set expectations, training expectation, and certification.
- A company must have automated tools to support a collaborative team approach to planning.
- A company must have at least three (3) references from planning engagements that were completed within the last three (3) years in which the Business Owner/Project Executive indicate that they would rehire the vendor for a like project.

- **Business Process Review / Reengineering (BPR) Services**

- A company must have a methodology with tools and techniques used for BPR services that reflects a widely recognized approach. The methodology must have a phased approach that includes, Strategic Assessment, Future State, Current State, Implementation Planning, and Gap Analysis. Each phased approach must have components to address organizational change management, process management, technology enablement, resource consumption.
- A company must have a BPR training curriculum that reflects their methodology, tools, and techniques.
- A company must have a systematic approach to developing and maintaining staff that perform BPR services including demonstrated training in their methodology, tools, techniques and facilitation and project management for BPR staff that also serve in the project manager capacity.
- A company must have at least three (3) references from BPR engagements within

the last 3 years in which the Business Owner/Project Executive indicate that they would rehire the vendor for a like project. Two (2) of these must be completed projects and 1 of those must have gone through the implementation phase. One of these references, the company must have held the position of project manager/project executive.

- **Independent Verification and Validation (IV&V) Services**

- A company must have a methodology used for IV&V that reflects a widely recognized approach and includes Risk Management, Quality Management, Change Management, and method of communicating findings in an effective manner.
- A company must have a systematic approach to developing and maintaining staff that perform IV&V services including but not limited to minimum skill set expectations, training expectation, and certification.
- A company must have an IV&V training curriculum that reflects the purpose and value of IV&V and demonstration that staff has received the training.
- A company must have at least three (3) references from IV&V engagements within the last 3 years in which the Business Owner/Project Executive indicate that they would rehire the vendor for a like project. Two (2) of these must be completed projects and one (1) of those must have gone through project closure.

- **Project Management Services**

- A company must have a project management methodology that reflects a widely recognized industry standard.
- A company must have a systematic approach to developing and maintaining staff that perform project management services including but not limited to minimum skill set expectations, training expectation, and certification.
- A company must have automated project management toolset to support all aspects of a collaborative project management team approach.
- A company must have at least three (3) references from project management engagements that were completed within the last three (3) years in which the Business Owner/Project Executive indicate that they would rehire the vendor for a like project.

3.0 Contractor Performance Report Card

Agencies using this Qualified Contractor's List must provide Georgia Technology Authority (GTA) a Contractor Performance evaluation Report Card of the contractor's performance at the completion of work. The Contractor Performance Report Card (Appendix A) is required for each engagement of a qualified contractor. Submission of the Report Card is critical to the successful usage of this contract.

GTA will perform an annual performance review for each contractor to determine if that contractor should remain on the Qualified List or need to apply again. The review will require all users of this contract to provide accurate and complete Report Cards on the performance of each contractor engaged. Additional reviews maybe necessary by GTA to determine if the contractors can continue to maintain a level of quality performance.

The Report Card should be forwarded upon work completion by the contractor to:

Georgia Technology Authority
Acquisition Management Office
ATTN: Contract Administration
100 Peachtree St.
Suite 2300
Atlanta, GA 30303

4.0 Statement of Need Process

The Statement of Need (SON) process can be used to engage the contractors on the Qualified List. The SON process is an informal procurement vehicle to obtain the services of these contractors. Agencies may use their own Statement of Need format to engage the contractor's services, as long as it complies with the provisions of the Official Code of Georgia Annotated as determined for that agency.

5.0 Sample SON Format

The sample below is intended to provide users with a format of the SON. The format is a high level outline of suggested items to be included. Again, agencies may use this or internal SON formats to obtain the services of the Qualified Contractors.

SAMPLE STATEMENT OF NEED FORMAT

COVER SHEET

Cover sheet should include the following:

- Title of Project
- Statement of Work Due Date and Time
- Location for submittal
- Point of contact for SON
- Address & telephone and Email for Point of Contact
- Other information as determined by the Agency Procurement Officer

A. Purpose of the Statement of Need

The purpose for this Statement of Need (SON) is: _____

B. Scope of Work

This section is the important part of the SON process. To express the scope of the work to be accomplished is vital to the success of the project. This can not be overemphasized. What do you want the contractor to do? This should be expressed in clear and concise language. The sentence below may assist in crafting the desired work:

AGENCY has chosen to use GTA000058 Specialized Consulting Services Contract to acquire the services of a qualified contractor to: _____

Words that may assist in development of this section include:

- Develop
- Provide
- Identify
- Support
- Teach

Each of these words can be translated to a deliverable.

C. Basic Guidelines

The below language may be used as the basic guidelines:

All Statement of Work submitted pursuant to this Statement of Need will be made in accordance with the provisions of the GTA000058 Specialized Consulting Services Contract, GTA000058, including solicitation, these instructions and specifications. The general conditions and specifications of the SON, the successful Contractor's response/Statement of Work, all questions and answers, and all SON amendments (if any) will become part of the AGENCY contract.

The Statement of Work (SOW) shall be evaluated in accordance with the criteria set forth in this SON. Discussions may be conducted by the Agency with responsive and responsible Contractor

who submits the Statement of Work determined to be the "best value" to the AGENCY. The purpose of the discussions is to clarify and assure full understanding of and responsiveness to the solicitation requirements. The Contractor is expected to respond with due diligence by providing the requested information in the designated manner. Contractors failing to respond to this SON exactly as prescribed may be disqualified and no longer considered for evaluation. Contractors shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals. Such revisions may be permitted after submissions and prior to purchase order issuance for the purpose of obtaining best valued offers. In conducting any such discussions, there shall be no disclosure of any information derived from by competing Contractors.

A Purchase Order may be issued to the responsive and responsible Contractor whose proposal is determined to be the most advantageous for the State, taking into account all of the factors set forth in the SON. No other factors or criteria shall be used in the evaluation. Before acceptance of a proposal, AGENCY reserves the right to reject any or all proposals at any time without penalty. The release of this SON does not compel AGENCY to purchase.

D. Background

Agencies should set forth the background of the project. This background should include: a brief history of the project; a brief explanation of the current environment, state or situation (including staffing and equipment) and finally an anticipated state of project upon completion.

E. Key Assumptions

In most cases, key assumptions must be made to ensure a common meeting of the minds. These assumptions should include:

- Office Area / telephone / parking / equipment to be used (if any) by the contractor.
- Use of subcontractors
- Working hours schedule
- Personnel policies, to include dress code
- Assignment of agency point of contact
- Agency responsibilities
- Contractor responsibilities

F. SON Schedule of Activities

This may include milestone dates for the SON:

- Release date of SON
- Questions deadline*
- Statement of Work due date
- Anticipated contractor selection*

- Anticipated contractor start work*
- Anticipated completed work*

*These milestones are for information only to the contractors. These dates should be denoted with "on or about" and used as an estimate only to guide contractors in the development of scheduling.

G. Minimum/Mandatory Requirements

The minimum/mandatory requirements should include what requirements are envisioned as part of the contractor's solution to the agency's SON. These might include:

- Approach or presentation of the contractor's solution
- Level of experience / training / knowledge of contractor personnel. A resume for each member or key member of the contractor's team may be provided to satisfy this requirement.
- References for similar projects.
- Time requirements
- Special arrangements
- Compliance with regulations (State/Federal/Local/Industry)

H. Required Deliverables

Each requirement must have a deliverable. There should be a method outlined in the SON to determine what is delivered and how it will be paid for. This may include:

- A WBS with or without costs
- Project Schedule
- Flowcharts / Reports / Plans / Drawings
- Software / Source code

I. Statement of Work Submission

This section should show how your agency requires submission of the Statement of Work. This may include:

- Packaging instructions
- Layout of the SOW
- Organizational instructions
- Media instructions (hard copy?/ CD? / both? / How many copies of each?)
- Cost layout

- Payment schedule
- Milestone schedule

J. Statement of Work Evaluation

This section is key to the success of the SON process. The section must provide how the SOW will be evaluated. Again, evaluation must be conducted to ensure fair and equal treatment is provided to all contractors.

K. Other Provisions

Other provisions may be used to help clear up or explain sections, requirements or deliverables. These might included:

- Rejection of Statement of Work
- Purchase Order issuance
- Contractor Skill Required

CONTRACTOR PERFORMANCE REPORT CARD

Vendor Name: _____

Agency: _____

Project Name	Brief Project Description

POST PROJECT COMPLETION ASSESSMENT

Project Duration: Start Date _____ End Date _____

PLEASE RATE THE LEVEL OF SERVICE RECEIVED IN THE AREAS SHOWN BELOW

CRITERIA	PERFORMANCE MEASUREMENTS				
	NOT QUALIFIED 0	MARGINAL 1	MET 2	EXCEEDS 3	WELL EXCEEDS 4
Expertise of consultant resources.					
Sufficiency of the number of consultant resources.					
Attitude of consultant resources.					
Cooperation of the consultant resources.					
Milestones/project completed within specified timeframe?					
Quality of effort of consultant resources.					
TOTAL					
CUMULATIVE TOTAL RATING					

Cumulative Total Rating Legend:

- 0-5=Not Qualified: Displayed total lack of proficiency throughout project
- 6-9=Marginal: Displayed limited proficiency throughout project
- 10-14=Met: Attained a reasonable level of proficiency throughout project
- 15-20=Exceeds: Displayed extraordinary levels of proficiency throughout project
- 21-24=Well Exceeds: Displayed superior levels of proficiency throughout project

Please explain ratings other than MET:

Respondent: _____ Phone Number: _____